

**U.S. Department of Housing and Urban Development
Office of Public and Indian Housing**

PIC Visioning Session

**Information Gathering and Listening Session
w/PHA IT Professionals and Software Vendors
Detroit Field Office
May 28, 2015**



PIC

Current State

PIC design and funding

- PIC was designed in 1998-1999 as a replacement for both the IBS and the MTCS (form 50058) data systems. Neither offered HA access.
- PIC funding for system development, enhancements, and maintenance are insufficient and requires a more cost effective approach.
- PIC uses Microsoft SQL Server instead of HUD's standard platform and requires maintaining multiple platforms which are very costly.

What does PIC do?

PIC allows HAs to:

- Submit tenant data via the Form HUD-50058. This collects and verifies identity and income information for assisted tenants.
- Maintain building and unit data to provide a picture of our Public Housing inventory for funding.
- Maintain HA contact information so that HUD can reach HA staff.
- Submit inventory removal applications.
- Submit Capital Fund and Section 8 Management Assessment Program certifications.

The screenshot displays the PIH Information Center (PIC) web application. At the top, the title 'PIH Information Center (PIC)' is shown with 'IMS-PIC Release 7.9 [Web Server 1]' below it. A welcome message for Matthew (H02346) is displayed, noting the last login on Nov 26, 2014, and user ID certification on 05/31/2014. The interface is divided into several sections: 'PIC Maintenance' (User Profile, Reference, Security Administration), 'PIH Information' (SEMAP, Risk Assessment, KDHP, DIS), 'Housing Inventory' (Housing Agency, Development, Inventory Removals), 'Executive Summary' (HA Executive Summary), 'Form 50058' (Submission, Viewer, Reports, Tenant ID Management), 'ADHOC' (Form 50058 Adhoc Report, MTW Adhoc Report, HA Query Report), 'PIC Downloads' (Building And Unit), and 'MTW' (Data Collection, Viewer, Reports). A 'PIC Headlines' section on the right lists three items: '50058 Summarization this weekend - 11/12/2014', 'Form-50058 summarization not run - 11/10/2014', and 'Vendor Conference Call - 7/1/2014'. A 'PICHELP information' section provides contact information for technical assistance. The bottom of the page includes a 'Get Help' link and a 'Logout / Return to Secure Systems' button.

PIH Information Center (PIC)
IMS-PIC Release 7.9 [Web Server 1]

Welcome Matthew (H02346)! Your last logon was on Nov 26 2014 4:26PM.
Your user id was certified on 05/31/2014.

PIC Maintenance
— User Profile
— Reference
— Security Administration

PIH Information
— SEMAP
— Risk Assessment
— KDHP
— DIS

Housing Inventory
— Housing Agency
— Development
— Inventory Removals

Executive Summary
— HA Executive Summary

Form 50058
— Submission
— Viewer
— Reports
— Tenant ID Management

ADHOC
— Form 50058 Adhoc Report
— MTW Adhoc Report
— HA Query Report

PIC Downloads
— Building And Unit

MTW
— Data Collection
— Viewer
— Reports

PIC Headlines

- **50058 Summarization this weekend** - 11/12/2014
Monthly Summarization to run Nov. 14th [\[full text\]](#)
- **Form-50058 summarization not run** - 11/10/2014
Form-50058 monthly summarization did not run [\[full text\]](#)
- **Vendor Conference Call** - 7/1/2014
Conference Call to discuss the Rental Assistance Demonstration Program [\[full text\]](#)

[Browse all PIC Headlines.](#)

PICHELP information

PICHELP: If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to REAC_TAC@hud.gov or telephone the Technical Assistance Center (TAC) at 1-888-245-4860 between 7:00am and 8:30pm Eastern on business days.
All PIC password resets are handled by Security Administrators at the PHA or in the local HUD Field Office. **The REAC TAC cannot reset passwords.**

[? Get Help](#) | [Logout / Return to Secure Systems](#)

Why does PIC exist?



- PIC facilitates the exchange of information between PHAs and HUD. There are approximately 50+ vendors and PHA software packages that interface with PIC.



- PHAs are responsible for entering accurate information in PIC under rules at 24 CFR 908 for tenant information, 982 for Housing Choice Voucher, 990 for Operating Subsidy, 905 for Capital Funding, and 970 for Inventory Removals



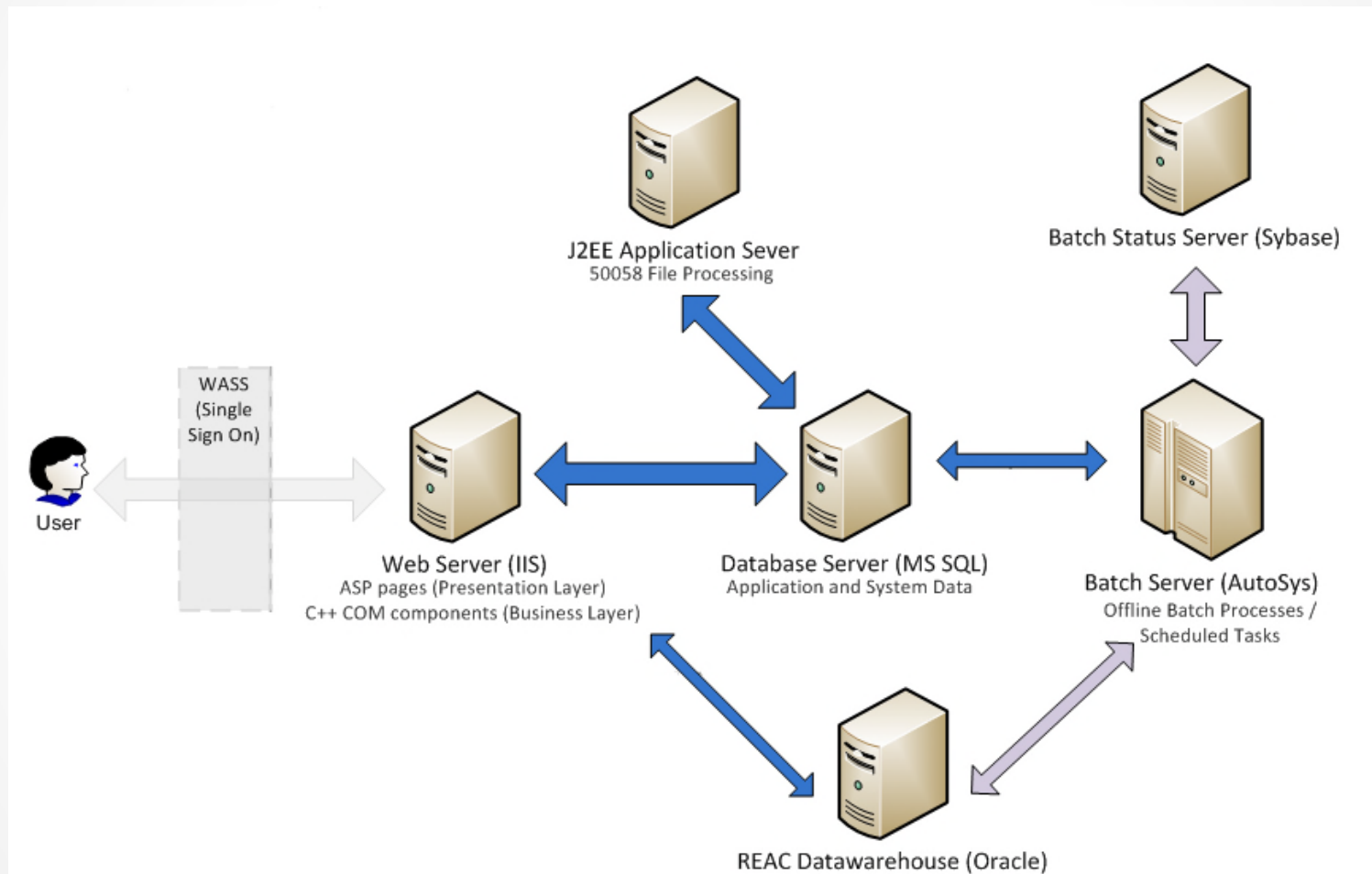
- HUD staff approve, monitor, and evaluate the information in PIC to identify and address potential management and occupancy issues.

Who Uses PIC and How Often?

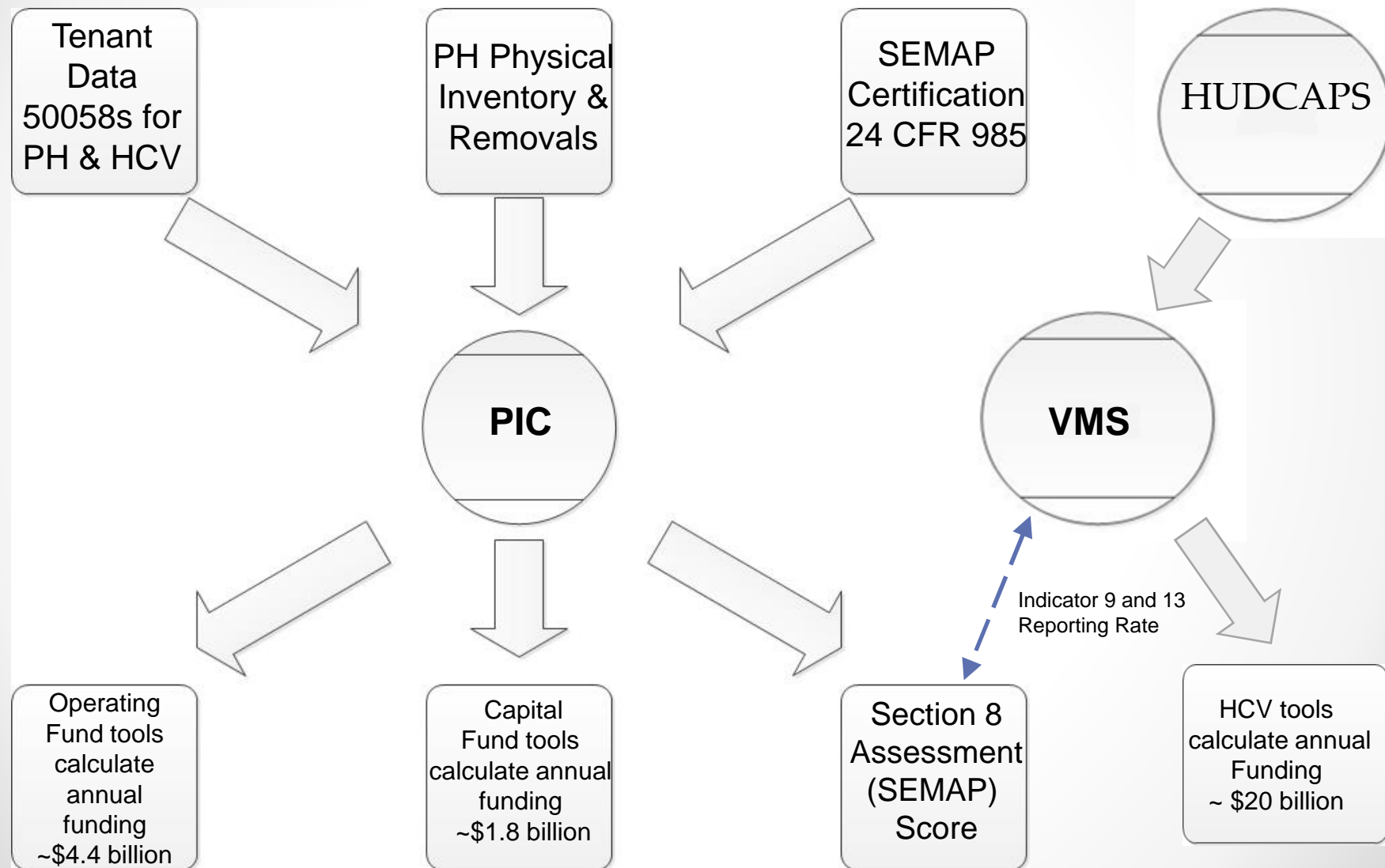
PIC User Type	Number of Active User Accounts
HUD Users (Includes HUD staff, Contractors and Super User types)	4,250
HA Users	44,200

Date	Unique Logins
10/01/2014 – 10/03/2014	6,356
10/6/2014 – 10/10/2014	9,384
10/13/2014 – 10/17/2014	7,727
10/20/2014 – 10/24/2014	9,363
10/27/2014 – 10/31/2014	10,132

Current PIC Infrastructure



PIC and VMS are the data sources used to fund and monitor all PIH programs



How Busy is PIC?

October 2014 HCV Tenant Form Uploads

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
Week 1				26,167	14,709	12,252	518	53,646
Week 2	217	14,186	12,409	11,788	11,916	17,053	805	68,374
Week 3	312	6,651	11,737	13,165	12,477	9,692	1,082	55,116
Week 4	358	11,950	13,027	14,391	13,813	11,738	1,090	66,367
Week5	311	14,415	15,929	15,257	14,997	11,656		72,565
Totals	1,198	47,202	53,102	80,768	67,912	62,391	3,495	316,068

October 2014 PH Tenant Form Uploads

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Totals
Week 1				7,626	5,656	4,596	169	18,047
Week 2	73	5,941	4,969	4,194	4,379	4,402	252	24,210
Week 3	46	1,829	4,554	4,135	4,692	4,060	150	19,466
Week 4	202	5,314	4,484	4,489	4,615	4,899	150	24,153
Week5	131	7,481	5,402	5,885	7,478	6,473		32,850
Totals	452	20,565	19,409	26,329	26,820	24,430	721	118,726

October 2014 PH Unit Status Changes

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Week 1				4,663	1,936	2,661	113	9,373
Week 2	78	1,745	1,316	1,215	1,316	1,434	114	7,218
Week 3	68	677	1,314	1,529	1,342	1,462	100	6,492
Week 4	38	1,428	1,137	1,032	1,131	1,450	117	6,333
Week5	60	1,231	1,205	1,091	1,508	4,704		9,799
Totals	244	5,081	4,972	9,530	7,233	11,711	444	39,215

Fatal errors cause delay or loss of data to be delivered to HUD

	Forms with Fatal Errors	Percent of Forms with Fatal Errors	Total Forms with Warnings	Percent of Forms with Warnings
October 2014	43,972		34,552	
Weekly Averages	10,993	6.0%	8,638	4.7%

- Fatal errors are mistakes on the form that prevent us from accepting the record: the HA needs to correct fatal errors for them to be accepted
- Warnings are data/items that fall outside of expected ranges but are accepted and flagged for the HA to verify
- Approximately 528,000 forms rejected each year. Approximately 415,000 thousand forms with warnings for over a million from a year that require correction or review

Why do we need to improve PIC?

- Outdated, unstable system software
- System design makes managing data quality challenging
- A significant investment is needed to perform all fixes and upgrade to a stable platform
- Unable to fully utilize BI tools

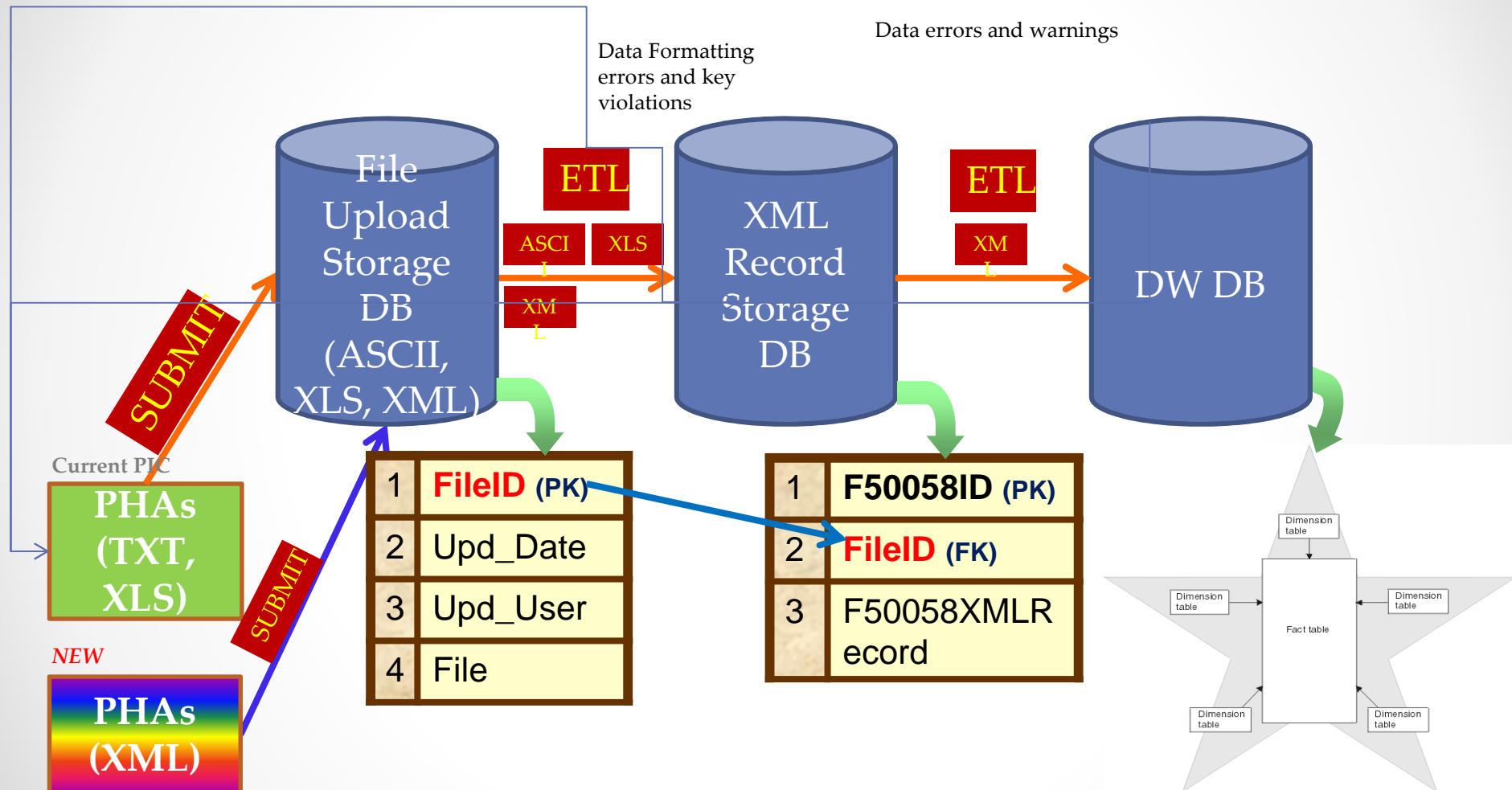
Conceptual Solution

Who will use the proposed new system?

PIC User Type	Number of Active User Accounts
HUD Users (Includes HUD staff, Contractors and Super User types)	4,250
HA Users will only access Business intelligences reports	Common interface to all PIH business reports
HA System interfaces	44,200 ~ 50 vendors and HAs that write their own software for ~ 3,900 connections from the PHA networks

Note: The PHA staff will continue to log in and enter data in their local systems but will no longer be required to login into PIC to transfer or enter data.

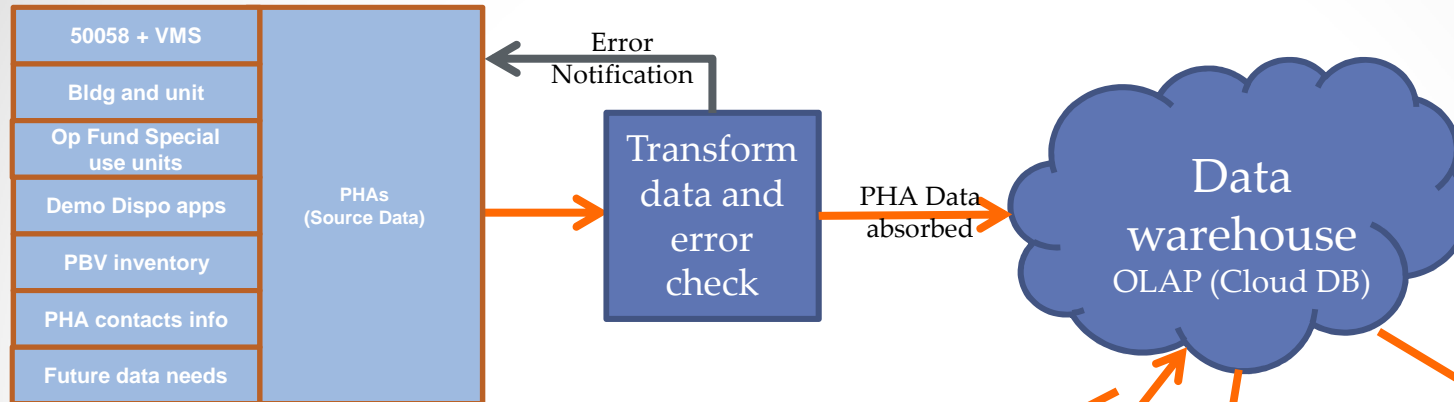
Concept to receive and store the data



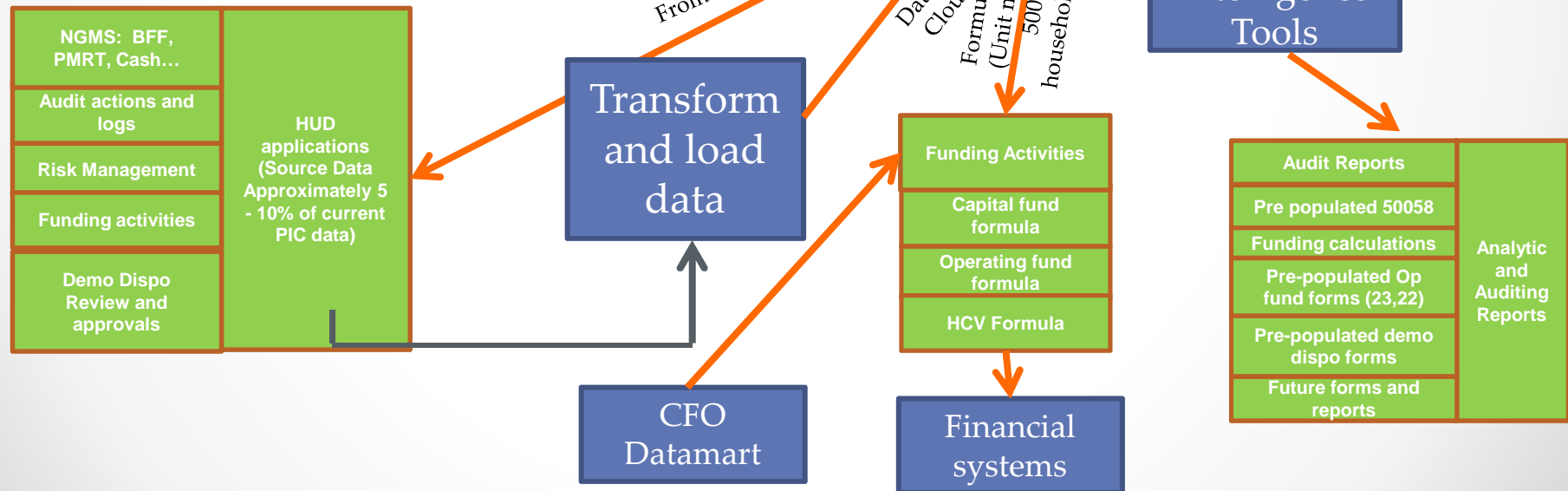
- Current file formats will continue to be supported
- XML protocol will be developed to modernize the transfer process

Notional System Concept (Business function view)

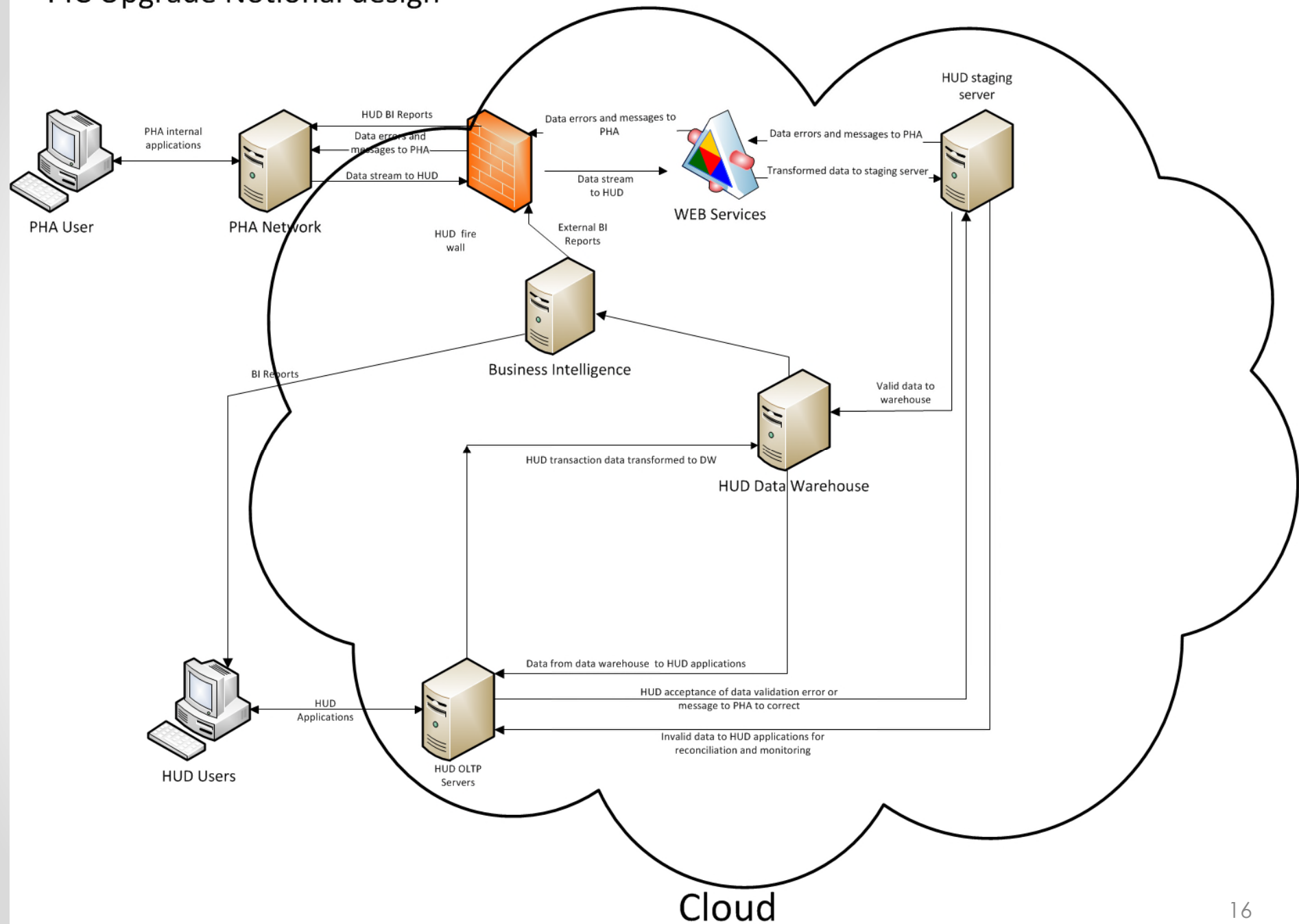
PHA network



HUD secure systems



PIC Upgrade Notional design



Housing Agencies will realize a significant Administrative Burden Reduction

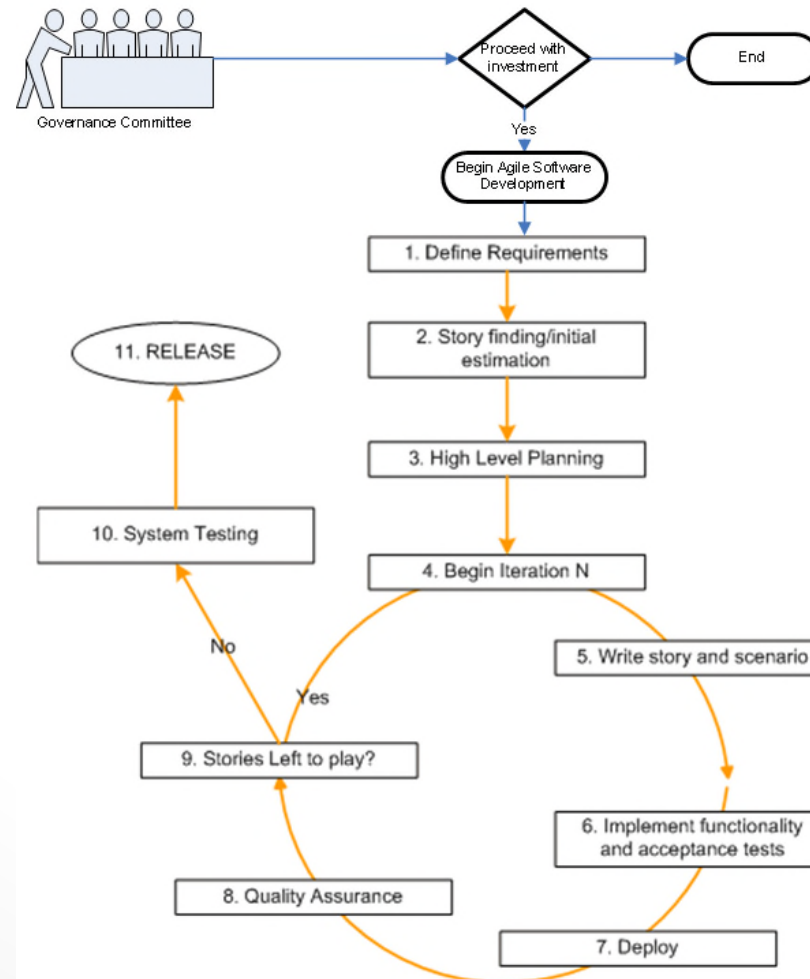
- No time lost due to system not processing 50058 submittals because of “fatal errors”, and incomplete or incorrect data.
- Access to internal HUD reports showing analytical data for similar size HAs.
- Automatically populates the 50058 form with all tenant information upon entering ID.
- Once data becomes reliable the 50058 data could be used to populate much of VMS.

PIC improvements are planned to deploy in the Cloud

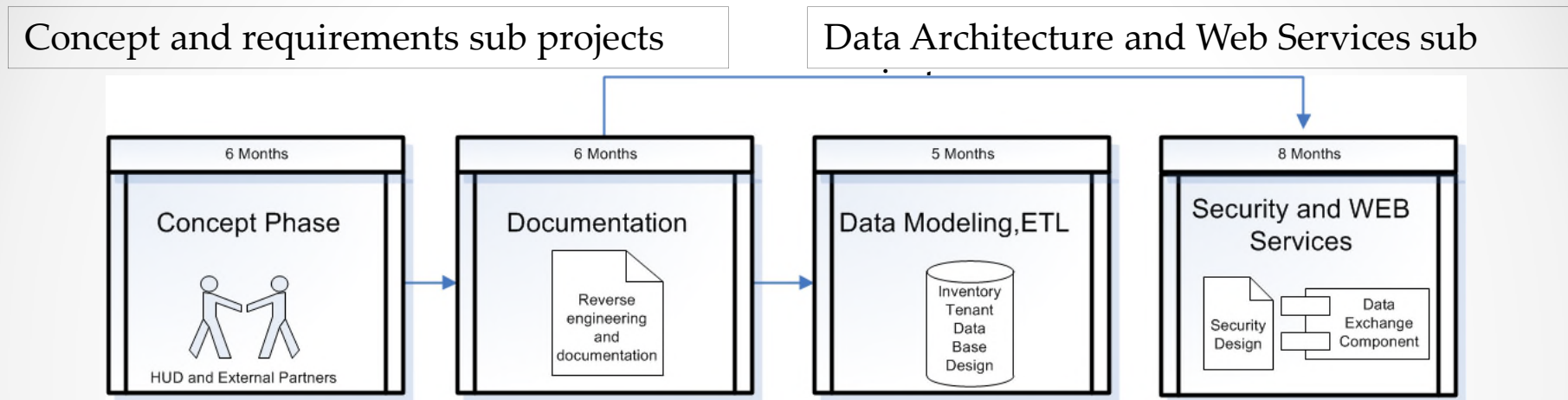
HA Advantages	HUD Advantages
<ul style="list-style-type: none"> Creates the ability to combine functions of PIH information systems into one simplified system. (Future) 	<ul style="list-style-type: none"> Less expensive to design and maintain
<ul style="list-style-type: none"> No upload denial – Targeted incorrect upload data dramatically decreases Admin burden ~ 250,000 hours reduced 	<ul style="list-style-type: none"> No hardware or software upgrades
<ul style="list-style-type: none"> Prepopulated tenant form 50058s 	<ul style="list-style-type: none"> No system fixes – data validation only
<ul style="list-style-type: none"> Simplified user access and roles 	<ul style="list-style-type: none"> Continuity of operations
<ul style="list-style-type: none"> PHA users work in their own systems and data streams to HUD 	<ul style="list-style-type: none"> Oracle database that can be adopted by NGMS
<ul style="list-style-type: none"> Ease of data correction 	<ul style="list-style-type: none"> Transition to monitoring data from data approvals (ERM friendly)
<ul style="list-style-type: none"> Frees HA staff to mission of assisting tenants instead of feeding data to HUD 	<ul style="list-style-type: none"> Allows more time to be devoted to business intelligence rather than system operations

The software will be developed using an Agile Process

Agile Software Development Method

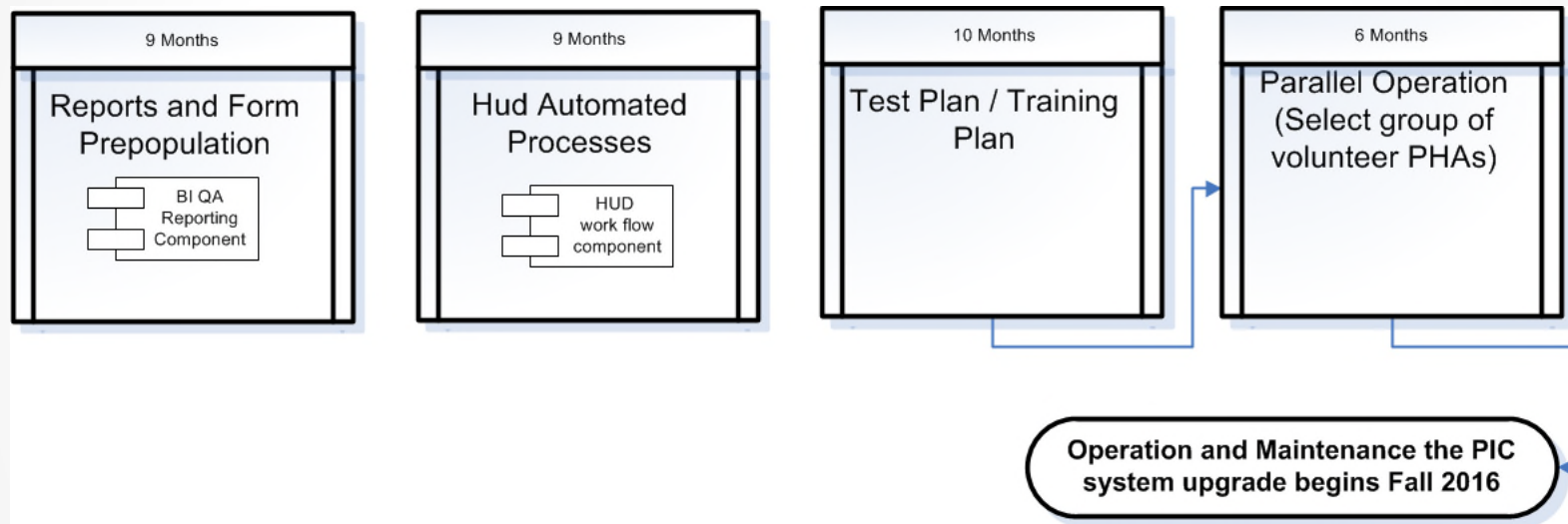


PIC Improvement Project Concept



Dates are target only and are subject to change as events require

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Questions/Feedback